

# County of Sonoma 2016 Open Enrollment



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**[sutterhealthplus.org/sonoma-county](http://sutterhealthplus.org/sonoma-county)**

**Member Services 855-315-5800**

# Part of California's History

- ❑ A nationally recognized Sutter Health Plus premier network includes 100+ years in Northern California
  - California Pacific Medical Center—1854
  - Sutter Santa Rosa Regional Hospital—1866
  - Alta Bates Summit Medical Center—1904
  - Mills-Peninsula Medical Group—1908
  - Sutter Medical Center, Sacramento—1923
- ❑ A **unified network of care**, where employees and physicians live our “We Plus You” partnership promise

# Nationally Recognized for Quality

## ❑ **Sutter Santa Rosa Regional Hospital**

- Joint Commission, Top Performer Awards
- HealthGrades, Excellence Awards

## ❑ **Sutter Pacific Medical Foundation**

- California Association of Physician Groups, Elite Status
- Integrated Healthcare Association, Quality Performer

## ❑ **California Pacific Medical Center**

- U.S. News & World Report, High-Performing Ranking
- Scientific Registry of Transplant Recipients, National Recognition

## ❑ **Novato Community Hospital**

- Joint Commission, Top Performer Awards
- Leapfrog Group, "A" Grade Hospital Safety Score

# Our Service Area



- ❑ Coverage in 14 counties
- ❑ 25 hospitals and campuses
- ❑ 36 urgent care locations
- ❑ 3 Express Care locations
- ❑ 5,300 providers
- ❑ Integrated network of nationally recognized providers

# Health Plan Benefits

## Annual Out-of-Pocket Maximum

|                     |         |
|---------------------|---------|
| Single / Individual | \$1,500 |
| Family              | \$3,000 |

## Deductible

|                              |     |
|------------------------------|-----|
| Single / Individual / Family | \$0 |
|------------------------------|-----|

## Professional Services

|  |                |
|--|----------------|
| Primary Care Office Visit or Non-specialist Practitioner | \$10 per visit |
| Specialty Office Visit                                   | \$10 per visit |
| Preventive Care  | \$0            |

## Outpatient Services

|  |                |
|--|----------------|
| Outpatient Surgery Facility Fees             | \$10 per visit |
| Imaging (CT/PET scans, MRIs)                 | \$0            |
| Non-Preventive X-rays and Diagnostic Imaging | \$0            |

# Health Plan Benefits *Continued*

## Hospitalization Services

|  |     |
|--|-----|
| Hospitalization Facility Fees          | \$0 |
| Hospitalization Physician/Surgeon Fees | \$0 |

## Emergency and Urgent Care Services

|  |                |
|--|----------------|
| Emergency Room Services (Waived if Admitted) | \$50 per visit |
| Emergency Medical Transportation/Ambulance   | \$50 per trip  |
| Urgent Care                                  | \$15 per visit |

## Prescription Drugs

*Includes most retail and independent pharmacies*

|        |            |
|--------|------------|
| Tier 1 | \$5 copay  |
| Tier 2 | \$10 copay |
| Tier 3 | \$20 copay |
| Tier 4 | \$20 copay |

# Health Plan Benefits *Continued*

## Mental/Behavioral Health/SUD Services

|  |            |
|--|------------|
| Mental/Behavioral Health/SUD Outpatient Office Visits – Individual | \$10 copay |
|--|------------|

|   |           |
|---|-----------|
| Mental/Behavioral Health/SUD Outpatient Office Visits – Group | \$5 copay |
|---|-----------|

## Chiropractic Services

|   |                |
|---|----------------|
| Chiropractic Services (up to 20 visits per calendar year) | \$10 per visit |
|---|----------------|

*This is only a summary. In the event of any discrepancies in information, the SHP Evidence of Coverage (EOC) and incorporated Benefits and Coverage Matrix (BCM) determine coverage and costs.*

# Provider Search Tools

[sutterhealthplus.org/providersearch](http://sutterhealthplus.org/providersearch)

The screenshot displays the Sutter Health Plus website's 'Provider Search Tools' section. The main navigation bar includes links for Home, News, Careers, Language Assistance, and a search bar. Below this, a horizontal menu lists various services: About Us, Find a Provider, Consumers, Members, Brokers, Employers, Providers, and Pharmacy. The 'Find a Provider' section is highlighted, showing a list of services: Acupuncture and Chiropractic, Behavioral Health, Dental, Pharmacy, and Vision. The 'Provider Locator' section is active, displaying a search bar and a list of providers. The providers listed include MedImpact, liveandworkwell, and OPTUMHealth™. The OPTUMHealth™ section is expanded, showing a welcome message, a list of services (Knox-Keene Licensure, Member Grievance Information, MEMBER GRIEVANCE FORM, Member Accessibility, Preventive Health Education, Provider Locator, California Language Assistance Information, and Public Policy Committee), and a link to the 'Provider Locator'.

**Sutter Health Plus**  
Your Health Plan

Home | News | Careers | Language Assistance |

About Us | Find a Provider | Consumers | Members | Brokers | Employers | Providers | Pharmacy

**Find a Provider**

- Acupuncture and Chiropractic
- Behavioral Health
- Dental
- Pharmacy
- Vision

**Provider Locator**

**MedImpact**

**liveandworkwell**  
liveandworkwell.com

**OPTUMHealth™**  
Physical Health of California

Home

- Knox-Keene Licensure
- Member Grievance Information
- MEMBER GRIEVANCE FORM
- Member Accessibility
- Preventive Health Education
- Provider Locator
- California Language Assistance Information
- Public Policy Committee

**Welcome to OptumHealth Physical Health of California**

We use data, information, and communication strategies to enhance accountability in today's health care system.

Home | Provider Locator | Provider Dispute Resolution Mechanism | OptumHealth | Terms of Service | Privacy Policy

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# Urgent Care

## Sutter Urgent Care, Santa Rosa

3883 Airway Drive

Santa Rosa, CA 95403

707-521-4495

Weekdays 4 p.m. to 8 p.m.

Weekends 10 a.m. to 4 p.m.

Scan for a list of  
SHP contracted  
urgent care clinics.



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**FOR MEMBERS**

**MEMBER SERVICES:** 1-855-315-5800  
M-F: 8 a.m. to 7 p.m.  
For 24/7 language assistance, call Member Services.  
**TTY:** 1-855-830-3500  
**24-HOUR NURSE ADVICE LINE:** 1-855-836-3500

**PHARMACY:** 1-844-282-5330  
MedImpact

**BEHAVIORAL HEALTH:** 1-855-202-0984  
U.S. Behavioral Health Plan CA (USBHPC)

**VISION:** 1-800-877-7195  
VSP

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**FOR PROVIDERS**

M-F: 8 a.m. to 7 p.m. 1-855-315-5800

**CLAIMS ADDRESS:**  
P.O. Box 255388, Sacramento, CA 95865

**OUT-OF-AREA URGENT/EMERGENT CLAIMS:**  
P.O. Box 160385, Sacramento, CA 95816

**Rx Group:** STH01 **Rx BIN:** 003585  
**Rx PCN:** ASPROD1  
**MedImpact:** 1-844-282-5330

*You can scan the QR code on the back of your member ID card and go directly to a list of network urgent care centers*

# Member Tools and Resources

- ❑ A full range of pharmacy benefits
- ❑ A 24/7 nurse advice triage line
- ❑ Wellness and care management programs
- ❑ Preventive care services, such as annual well visits and immunizations
- ❑ Coverage for emergency care anywhere in the world
- ❑ Member and Employer Portals
- ❑ MedImpact Member Portal
- ❑ My Health Online/Electronic Health Record\*
- ❑ Affordable Rates